

## Terms and Conditions

These terms and conditions apply to students and delegates attending any course or activity offered by The College of Animal Welfare Ltd and cannot be changed unless specifically agreed by the Principal of The College of Animal Welfare in writing.

### Course Fees

1. All fees will be invoiced at the time of application.
2. An application for a place on a course will not be guaranteed as a booking by the Course Administrator until full payment has been received, unless otherwise agreed by the Principal of the College in writing. The College of Animal Welfare regrets that provisional telephone bookings cannot be accepted as a guaranteed booking until payment in full has been received. All course bookings are confirmed in writing.
3. Credit card payments may be made either by telephone or in writing. Details of the venue and instructions on how to get there will be sent prior to the course start date.
4. Any student who has been granted special permission by the Principal of The College of Animal Welfare to commence a course without having paid all the course fees due will be removed from the course should any part of the agreed payment schedule remain outstanding at the time. Any such student removed from the course remains liable for all the fees due and not a pro rata of the time spent on the course.
5. Students who are eligible for funding must first hold an unconditional offer of a place on a course before receiving any funding support. Refunds are made in accordance with the funding offer available at the time that the funding application is agreed and processed. Students who subsequently are found not to have been eligible for the funding provided are required to repay all of the sums in full within 30 days of written notification unless otherwise agreed in writing with the Principal of The College of Animal Welfare.
6. Applications made directly to the College by recognised holders of government funding are subject to special terms and conditions. A copy of these is available on request.
7. Awarding body enrolment, registration and certification fees are not included in the course fees and are the responsibility of the student, not the College. Students are responsible for submission of all awarding body application forms. The College of Animal Welfare will not accept responsibility under any circumstances for late submission of any enrolment forms, examination entries or other awarding body application forms.
8. Once a course has commenced the course place belongs to the student and not the employer regardless of who paid the course fees.

9. Cancellation requests after places have been confirmed will incur an administration charge of £35 per delegate and will only be accepted if made not less than 14 working days prior to the course date. Otherwise full fees remain payable.
10. Refunds of course fees will not be made once the course has commenced other than on the grounds of exceptional circumstances. Only written requests to The Principal of The College of Animal Welfare will be considered and whose decision will be final. In all other situations full or partial refunds will not be given.
11. A student who has a written confirmed unconditional offer of a place and is subsequently unable to meet the entry requirements of the course will be entitled to reclaim a full refund of course fees that have been paid to the College.
12. Requests to substitute a student will be accepted up to five working days prior to the course commencement date without charge, otherwise a £50 charge per student will be levied. Once a course has commenced requests to substitute a student will only be granted in very exceptional circumstances and is at the sole discretion of The Principal of The College of Animal Welfare.
13. Employers who have paid course fees on behalf of a student will not be entitled to claim a refund of course fees should their student subsequently leave their employment after the course has commenced. All such matters are between the employer and their employee.
14. The College of Animal Welfare reserves the right to cancel a course at any time and to offer an alternative date, a credit or a full refund, without liability for any consequential or indirect loss.
15. The College of Animal Welfare courses are being constantly updated and improved and the College reserves the right to alter any aspect of the courses content without prior notice.
16. All course literature is protected by copyright and may not be reproduced without the written permission of The Principal of The College of Animal Welfare.
17. All students attending a The College of Animal Welfare course must be at least 16 years of age unless otherwise agreed by The Principal of The College of Animal Welfare in writing.
18. All data and information held by The College of Animal Welfare may be shared with other related businesses of the College, awarding bodies and other government funding and inspection agencies. All information will be handled in accordance with the Data Protection Act 1998.
19. Photography, filming and recording: From time to time we may film or take photographs of students whilst at College, on work placement or on trips for use on our promotional material and website and may be shared with local and national press or via social media. We may also film and record lectures and training sessions for the carrying out of lesson observations and for use on the College's Virtual Learning Environment.
20. The Pay as You Learn Scheme Terms and Conditions apply in addition to the above for those whose course fees are being paid under the Pay as You Learn Scheme.